



## **Breakout Session #2: Strategic Themes (Continued)**

**8:00 - 9:30  
November 5, 2009**

# Session Objectives

- **Present Strategic Theme Goals, Objectives, Performance Gaps, and Proposed Measures**
- **Provide feedback to the Strategic Council**
- **Identify individual role in executing the Strategic Theme**

# Agenda

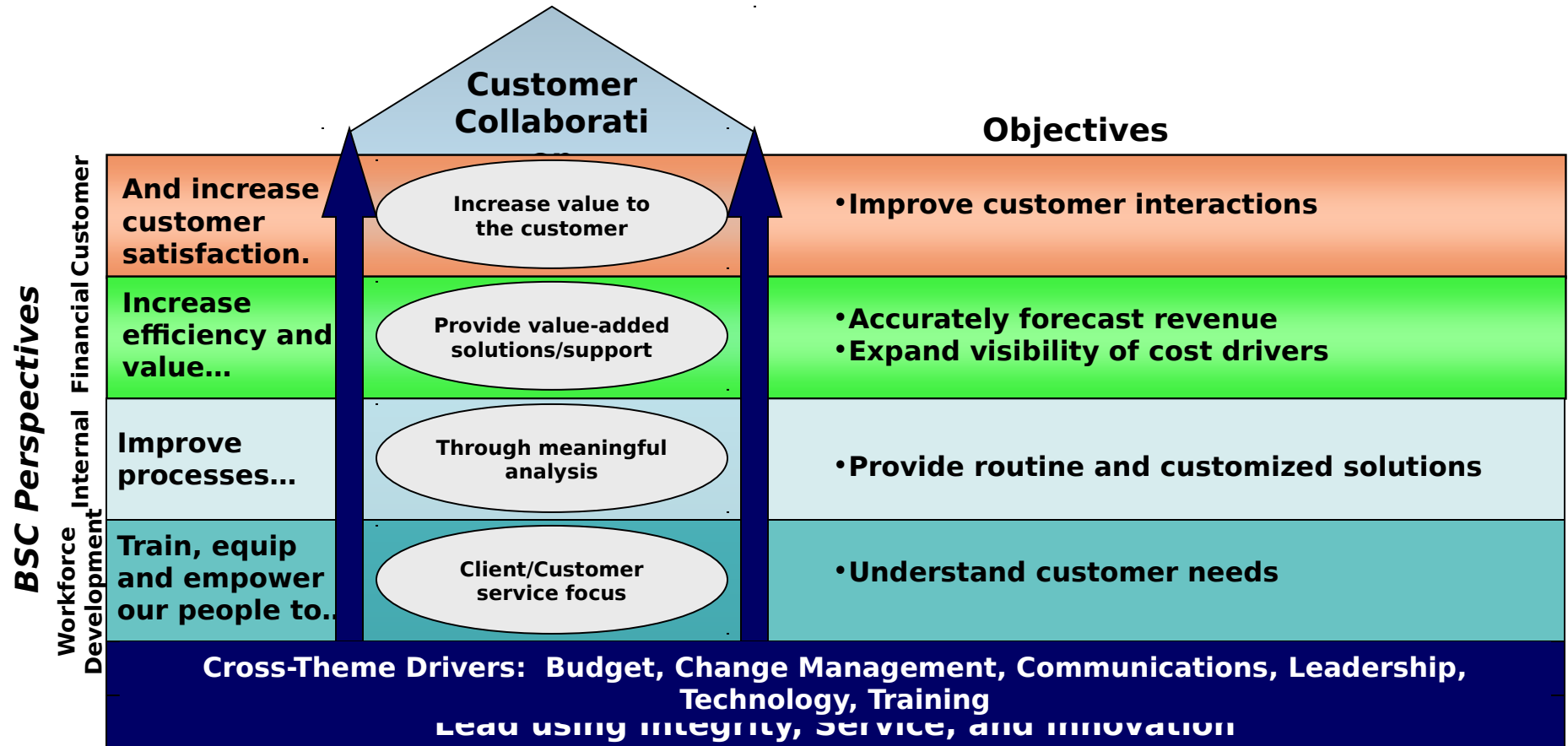
- **Presentation on Gaps and Measures**
- **Q & A Discussion**
- **Team Activity: Closing the Gaps**
- **Individual Activity: Ensuring Success**

# Customer Collaboration

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**Goal:** Provide value-added customer solutions

**Intent:** Partner with customers and other enablers to clearly define negotiated expectations by balancing requirements, enterprise-wide standards and cost realities.







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## Objectives





## Gaps

	Improve customer interactions	<ul style="list-style-type: none"><li>• Lack of optimized customer collaboration (frequency and quality)</li><li>• Insufficient and non-integrated customer feedback (satisfaction data, outcomes, and opportunities)</li></ul>
	Accurately forecast revenue Expand visibility of cost drivers	<ul style="list-style-type: none"><li>• Lack of analysis of monthly revenue earned by customer</li><li>• Lack of unit-cost &amp; rate modeling ability &amp; "what-if" scenarios to influence customer behaviors</li></ul>
	Provide routine and customized solutions	<ul style="list-style-type: none"><li>• Insufficient business intelligence capability to inform/improve customer collaboration (methodology, analytics, tools, opportunities)</li></ul>
	Understand customer needs	<ul style="list-style-type: none"><li>• Lack of competencies and proficiencies in business analytics, consulting, and negotiating based on understanding the client and business impacts</li></ul>

# Customer Collaboration

**Goal:** Provide value-added customer solutions

**Intent:** Partner with customers and other enablers to clearly define negotiated expectations by balancing requirements, enterprise-wide standards and cost realities.

Objectives		Gaps	Measures
 <p>Increase value to the customer</p>	<p>Improve customer interactions</p>	<ul style="list-style-type: none"> <li>• Lack of optimized customer collaboration (frequency and quality)</li> <li>• Insufficient and non-integrated customer feedback (satisfaction data, outcomes, and opportunities)</li> </ul>	<ul style="list-style-type: none"> <li>• % contacts/interactions with successful outcomes</li> <li>• % of enterprise customer feedback with positive, collaborative resolutions and improved recovery</li> </ul>
 <p>Provide value-added solutions/support</p>	<p>Accurately forecast revenue Expand visibility of cost drivers</p>	<ul style="list-style-type: none"> <li>• Lack of analysis of monthly revenue earned by customer</li> <li>• Lack of unit-cost &amp; rate modeling ability &amp; "what-if" scenarios to influence customer behaviors</li> </ul>	<ul style="list-style-type: none"> <li>• % Accuracy Workload Execution to Plan</li> <li>• Unit Cost % Variance</li> </ul>
 <p>Through meaningful analysis</p>	<p>Provide routine and customized solutions</p>	<ul style="list-style-type: none"> <li>• Insufficient business intelligence capability to inform/improve customer collaboration (methodology, analytics, tools, opportunities)</li> </ul>	<ul style="list-style-type: none"> <li>• # of opportunities identified as a result of programs/processes reviewed with customer collaboration</li> </ul>
 <p>Client/Customer service focus</p>	<p>Understand customer needs</p>	<ul style="list-style-type: none"> <li>• Lack of competencies and proficiencies in business analytics, consulting, and negotiating based on understanding the client and business impacts</li> </ul>	<ul style="list-style-type: none"> <li>• % Client Executives and employees in select key positions who are performing at or above the required proficiency level for necessary competencies</li> </ul>

# Questions?



# **Team Activity: Closing the Gaps**

- **Each team will:**

- ✓ **Identify 1-2 examples in the workplace where a gap has been a barrier in the past**
- ✓ **Identify how the closing of this performance gap is necessary to achieve the vision**

- **Each team will brief the room on their results**

# Team Activity: Closing the Gaps

**Examples of how gap  
has been a barrier in the past**

**Closing gap is necessary  
to achieve the vision because...**

**Gap 2**

**Gap 1**

# Participant Activity: Ensuring Success

**Spend several minutes individually recording your thoughts on how this Theme affects you as a leader. *What is my role in ensuring the success of this Strategic Theme?***

***How will this Strategic Theme guide my decisions?***

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